

## GOOD PRACTICES

<b>Partner Organisation</b>
FLEP
Portugal

1 – Organization / Individuals	
<b>Name</b>	ACIDI - Alto Comissariado para a Imigração e Diálogo Intercultural (High Commission for Immigration and Intercultural Dialogue)
<b>Country</b>	Portugal
<b>Type of Organization</b>	Public Institution
<b>Address Website</b>	<a href="http://www.acidi.gov.pt/">http://www.acidi.gov.pt/</a>
<b>Contact</b>	R. Álvaro Coutinho, 14 1150 - 025 Lisboa - Portugal Tel: 218106100 Fax: 218106117  International Contact from other countries: +351 21 810 61 91

2 – Action / Project / Activity	
<b>Title</b>	Telephone Translation Service
<b>Duration</b>	Available since june 2006
<b>Category</b>	Internal Proceedings in the Health Care Services (Ex. Creation of migrant-friendly Services with collaboration of cultural and language mediators, creation of a service for the telephone translation...)
<b>Description</b>	<b>Target group:</b> General Public  <b>Methodology:</b> Direct contact via telephone with migrants.

3 – Products / Results	
<b>Description</b>	<b>What type of products/ resources?</b> <u>Telephone service</u>  This service provides a telephone line anyone can use if they need help communicating with foreigners. Over 50 translators work with this service. People can schedule translations ou have conference calls, for example, between a translator, a health care professional and a patient.

<b>Links</b>	<a href="http://www.acidi.gov.pt/es-imigrante/servicos/servico-de-traducao-telefonica-stt">http://www.acidi.gov.pt/es-imigrante/servicos/servico-de-traducao-telefonica-stt</a>
<b>Impact on target groups</b>	It has very important for several professionals from different areas, as well as for the general public.